

Prentice Centre Bulletin



THE UNIVERSITY
OF QUEENSLAND

Queensland 4072 Australia

For enquiries or mailing list
amendments, contact:

Client Service Counter
Room 207, Ground floor
Prentice Building
Telephone (07) 365 4400
Facsimile (07) 365 4477
Email help@cc.uq.edu.au

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Dial-in Access Continually Improving

When Prentice introduced Dial-in Access to UQnet we knew it would be a popular service, but no-one anticipated the demand would be so great!

To cope with the large number of clients using the Dial-in Access service, a new modem bank with 31 modems is presently being installed at Prentice. This is in addition to the existing 45 modems. This significant increase to the service should minimise the current congestion problems.

The new modem bank follows the new Annex2 terminal server installed in November, as advertised in the last Bulletin. Some clients will notice minor changes when they dial-in. Collect *FactSheet 15: Accessing UQnet with a Dial-in Modem* from Client Service for full details on how to dial-in. The new Annex2 terminal server allows clients to use SLIP and PPP when they dial-in.

Potential Problems: We have found some modems are not completely compatible with our modem bank. These are: Netcomm E7 and E7F, Banksia 14.4k, Avtek CD960, Maestro 2400 and the latest 14.4k executive, Dynalink 14.4k, and Spirit 14.4k. If you use one of these modems and are having trouble dialing-in, contact Client Service for information on trouble-free connection.

Contact Tony Madsen (x54234, A.Madsen@cc.uq.oz.au) for more details on the Dial-in Access Service.

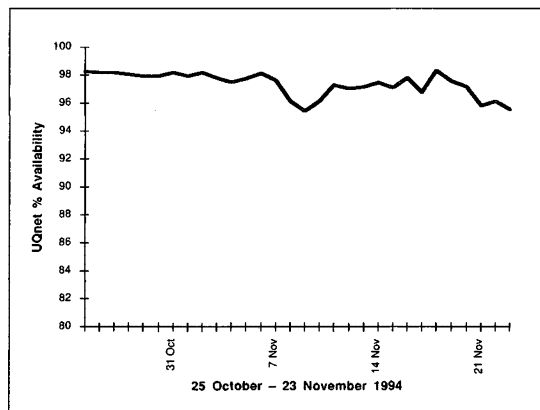
Performance of Network Based Services

Ever wondered why occasionally, you cannot reach some service you require using UQnet, the University's computer network? To give you an idea of the network's performance, we will be publishing availability estimates regularly.

These estimates are daily averages of the availability of a bundle of key network nodes and services. The bundle includes network components managed by the Prentice Centre, as well as services and components outside our control, such as the major AARNet link to Melbourne, provided by Telecom. It includes scheduled downtime for, as an example, maintenance. In meeting your needs, these weighted averages are a measure of the overall performance of the network and its services.

We will also explain some of the problems which may have caused you inconvenience. In this month's graph, the drop in availability in the period 7 - 9 November is due to scheduled downtime for maintenance, and the failure of some off campus links to Herston and PA Hospital. On 21 November, a campus-wide power outage was responsible for network unavailability.

Network services staff at the Prentice Centre routinely use statistics of this type to pinpoint areas of service difficulty and constantly improve the quality of services we offer.



Prentice
Centre
wishes
you a
safe and
Happy
Christmas



Computers Unattended during Christmas Break

All Central Computers will run unattended from Christmas Eve until 3 January 1994.

An oncall staff member will monitor the systems remotely and attend to any problems. The WorkStation Lab and Operations services will be unavailable during this period but will resume at 8am on Tuesday 3 January 1995.



Radio Microphones Recalled

Prentice is recalling all 203.3 Mhz radio microphones for a factory modification to improve operation.

The modification will be performed **free-of-charge**. For enquiries, telephone 365 4033.



Client Service
365 4400

FactSheet Updated in November:
15: Accessing UQnet with a Modem

Prentice Course Schedule

December 1994

Course	UQ Price	Ext Price	Date	Time
Mainframe Courses				
Using Pine Mail (dingo)	\$20	\$60	Dec 2	9-12am
Using AARNet (telnet, ftp)	\$20	\$60	Dec 5	9-12am
Introduction to UNIX	\$80	\$240	Dec 6-Dec 9	9-12am
SAS - Stage II	\$40	\$120	Dec 15-Dec 16	1-4pm
Introduction to SAS	\$100	\$300	Dec 19-Dec 23	9-12am
Macintosh Courses				
EXCEL Databases (Mac)	\$20	\$60	Dec 1	1-4pm
Network Tools (on Mac)	\$20	\$60	Dec 5	1-4pm
PageMaker (Mac) - Stage II	\$60	\$180	Dec 7-Dec 9	1-4pm
PC Courses				
WORD (Windows) - Stage II	\$60	\$180	Dec 5-Dec 7	9-12am
Intro to WordPerfect 6.0 (Windows)	\$80	\$240	Dec 5-Dec 8	1-4pm
Introduction to QuattroPro (Windows)	\$60	\$180	Dec 12-Dec 14	1-4pm
Introduction to WordPerfect 5.1	\$80	\$240	Dec 12-Dec 15	9-12am
Introduction to Paradox	\$80	\$240	Dec 19-Dec 22	1-4pm
Video Production				
Commissioning a Video	\$20	\$60	5 December	9-12 am
Using the Video Camera	\$40	\$120	6 December	9-12+1-4
Television Interview Skills	\$40	\$120	7 December	9-12+1-4
Desktop Video	\$40	\$120	8 December	9-12+1-4

Bookings and Payment

To enrol in any course, telephone **365 4400**, email help@cc.uq.edu.au or come to **Client Services** on Level 2 (ground floor), Prentice Building, from 8-30 am to 4-30 pm. Bookings must be confirmed by payment within 3 days, and prior to start of course.

Payment can be made either by Requisition for Interdepartmental Services, or by cash or personal cheque. The UQ Price is only available to University of Queensland staff and students.

Please address all correspondence to *Course Bookings, Prentice Centre*.

January's Course Schedule will be available by mid-December. Contact Client Service for a copy, or type course on UQVAX or Brolga for the list.

Prentice Involvement at Customs House

Computer Shop

Prentice Centre has opened a branch of the University Technology Shop, located in the University Bookshop at Customs House. A range of computer hardware (Macintosh & IBM-compatible) and software is on sale at competitive prices for staff, students and Alumni members.

Opening Ceremony

Guests of the official opening of Customs House were able to watch a live video transmission of the official party's river boat arrival. Her Excellency Mrs Leneen Forde Governor of Queensland, and the official party arrived by Dr Nick Girdis' 72 foot vessel and entered Customs House from the riverside. The Television Unit relayed a live multicamera telecast to the guests in the Long Room. Technical Services provided the expertise required for the microwave-linked video and audio presentation. The video has been kept for the University archives.

Choose the best... lose the rest!

Imagine having only the best moments on your videos — no more having to sit through hours of video to see those splashes of precious seconds.

Now you *can* edit your videos so you can show only the best parts to your colleagues. The Television Unit at the Prentice Centre has a self-help SVHS Edit Suite, where you can bring your experimental, instructional or any type of video and edit it. Staff will show you how to use the equipment and help you get started.

We also have a colour video printer which will create a still print from your video, ready for framing!

For enquiries, call Kym Hosking on ext 52764.

Graduation Videos

Keep the memories of your graduation on video and show it to relatives and friends who could not be at your ceremony.

The Television Unit produces multi-camera video recordings of every UQ graduation ceremony. Graduation videos are available for \$45 (VHS). Videos are ready within 15 working days.

Interested? Contact the General Photography Unit on ext 52242.



Christmas Gift Ideas

from the University Technology Shop



Microsoft Gives you the World at Christmas!

Student Pack

Includes Microsoft Word, Encarta '95 and Bookshelf.

This pack is great for enquiring minds of all ages.

\$425

Kids Pack

Includes Microsoft Creative Writer, Magic School Bus

Explores the Human Body and a Home Mouse.

Give your children a head start in life.

\$149

Business Pack

Includes Microsoft Office Professional, Publisher and Money.

This pack is great for any business. Excellent value.

\$875

CD-ROM Fun & Fact Pack

Includes Microsoft Encarta '95, Dangerous Creatures and

Cinematica '95. *Educational & loads of fun for the entire family.*

\$249

Family Work & Play Pack

Includes Microsoft Word, Fine Artist and Flight Simulator.

Fantastic selection for everyone. Outstanding value.

\$449